Green Mountain Transit Board Minutes

Date: August 15, 2017
Time: 7:30 AM
Place: GMT
15 Industrial Parkway
Burlington, VT 05401

Present:
Chapin Kaynor, Chair, Williston
Tom Chittenden, Vice Chair, South Burlington
Denis Barton, Secretary, Shelburne
Catherine Dimitruk, Treasurer, Franklin County
Paul Bohne, Commissioner, Essex Junction
John Sharrow, Commissioner, Milton
Chapin Spencer, Commissioner, Burlington (via phone)
Katherine Miles, Commissioner, Burlington
Bonnie Waninger, Alternate Commissioner, Washington County
Raghu Acharya, Commissioner, Winooski
Bob Buermann, Commissioner, Grand Isle County
Phil Pouech, Commissioner, Hinesburg
Tasha Wallis, Alternate Commissioner, Lamoille County (via phone)

Mark Sousa, General Manager
Trish Redalieu, Director of Human Resources
Bob Young, Director of Operations
Jordan Nelle, Controller
Kim Wall, Grants Manager
Jamie Smith, Marketing and Public Affairs Manager
John Robinson, Human Resources Coordinator
Rob Slingerland, Chief Steward
Greg Greenwood, Dispatch

Members of the Public:
Amy Brewer, Alternate Commissioner, Williston
Karla Munson, Alternate Commissioner, Hinesburg

Not Present:
Rob Moore, Commissioner, Lamoille County

1. Open Meeting
Chair Kaynor opened the meeting at 7:32 AM. A quorum of the Board was present.

2. Adjustment of the Agenda
Chair Kaynor informed the Board that item nine in the packet did not include the handout but it would be handed out during item nine and emailed to those on the phone.

3. Public Comment
There was no public comment.

4. Consent Agenda
Secretary Barton noted that the minutes needed some edits; however, they were not substantive. Chair Kaynor agreed and Treasurer Dimitruk requested they be pulled from the content agenda for Board discussion. Treasurer Dimitruk

made a motion to adopt the consent agenda with the removal of the previous month's minutes and was seconded by commissioner Miles. Discussion of the consent agenda followed.

Commissioner Pouech addressed a concern on the Check Registry. He feels it could be beneficial to the Board when reviewing the line items that all are designated to a category or have an explanation. Jordan Nelle, Controller, explained that they currently assign a category or explanation at a certain threshold, however, she is willing to work within the department to address the Board's concern and ensure each item has a description. Chair Kaynor also pointed out that the first month of the new fiscal year showed improvement over the prior year in ridership but wanted to wait to see a trend before digging into the numbers.

All were in favor of the adoption of the consent agenda with the removal of the previous month's minutes.

Chair Kaynor reviewed the previous month's minutes and noted several areas to be corrected with the help of Secretary Barton. All changes were grammatical except the removal of the line "Ideally, Mr. Sousa sees the project being completed by July 1st, 2018" under NextGen Update and Exercise.

Vice Chair Chittenden made a motion to approve the minutes as presented by Chair Kaynor and Secretary Barton. Commissioner Buermann seconded the motion. All were in favor and the motion was approved.

Alternate Waninger entered at 7:44 AM.

5. Staff Recognition
Mark Sousa, General Manager, presented Mr. Gregory Greenwood with a token of appreciation on behalf of GMT staff and the Board. Mr. Greenwood was presented with an oil lamp in completion of his forty years of service in May. Mr. Greenwood received a standing ovation from those in attendance.

6. NextGen Update
Jon Moore, Director of Maintenance and Planning, wrote an update for the Board packet in his absence for today's meeting. Mr. Sousa reviewed the update and explained that all urban routes have been analyzed. In addition, at the next NextGen Advisory Committee meeting Will Rodman, Nelson Nygaard's para-transit expert will be attending and working on the analysis of the overall ADA project. The Board discussed a potential disconnect between their expectations and the current analysis being performed. Nelson Nygaard will attend the Board retreat to present an update and field Board questions.

7. Teamsters Discussion
Rob Slingerland, Chief Steward, addressed the Board with how current communication among management and the union are gone. Mr. Slingerland explained that since the strike there has been strong improvements. The current management is up front and transparent with decisions and keeps the union informed. He feels they are in a great place.

Mr. Slingerland also spoke on a current petition he started for Yield to the Bus. Over his many years of driving, he has noticed a consistent danger during bus stops with cars speeding passed. This causes a very unsafe reentry into traffic. The petition requests that, like many other states, motorists must yield the right-of-way to transit buses merging into traffic from a bus stop. Mr. Slingerland will continue working with Mr. Sousa in hopes to present this to legislation.

8. Updated Marketing Plan
Jamie Smith, Marketing and Public Outreach Manager, reviewed the Marketing plan in the Board packet. She explained that essentially the plan remained the same from last year, however, there is a much heavier focus on Social Media and Public Affairs outreach. She also explained that outreach for NextGen has continued through events such as local farmers markets. A large piece of marketing will take place around the recruitment of volunteer drivers. Discussions took place regarding the Marketing plan and two areas of focus arrived. Some members of the Board would like to see a way to track the results of the marketing avenues chosen. The Board also hopes to see other methods to reach out to current and previous riders on their perception of the service with areas of strength and weakness.

9. Employer Paid Discount Pass Policy
Ms. Smith reviewed the proposed change to the current Employer Paid Discount Policy. The proposed change would no longer allow for doubled discounts. Under the current policy, employers can purchase already discounted passes at a discounted rate. The change would only allow full fare passes to be sold at a discounted rate. Members of the Board wanted to ensure that this would not affect current members participating under the program and what marketing tools will be used to reach out to potential new members. The policy will be voted on at the Board Retreat in the coming month.

10. Medicaid Update
Mr. Sousa directed the Board to page 31 in the packet to review the VPTA Member Payment Distribution sheet. GMT is the lowest rate at $21.68. He also informed the Board that VPTA was meeting with Medicaid this morning. With some agencies losing money there is discussion on the possibility of at least one member backing out of the contract. With the rates set by VPTA there is concern that more agencies will begin to see loses. GMT has seen improvements due to no longer traveling to Newport but the numbers are not solidified yet. Mr. Sousa will bring the reconciled costs to the retreat for Board review. The Board had questions on how the rates were assigned and how certain agencies are making money while others fail. Mr. Sousa stated that the rates were set through VPTA. The first vote for $28.68 for all members was voted down and it was decided, against his input, to have all members maintain their current rates. He then explained that for profit agencies tend to make money by decreasing the customer service aspect and create large centrally located call-centers. There are still many uncertainties to speculate on, however, Mr. Sousa will continue to keep the Board informed of any possible impacts it may cause GMT.

11. GM & Committee Reports
Leadership Committee did not meet but the next scheduled meeting is September 12, at 10:30 AM. Chair Kaynor informed the Board that Commissioner Garabedian has stepped down. Alternate Commissioner Waninger will represent Washington County until the Commissioner role is assigned, and Alternate Brewer will be joining the Finance Committee. Chair Kaynor explained that the Board retreat agenda is being finalized and it will be emailed out to the Board once done, prior to the packet.

Finance Committee met and reviewed Medicaid. They also prepared for the audit and began the talk of a new RFP for future audits.

Operations Committee continued work with the PIP. Much data has been collected and there are now graphic charts to reflect yearly trends. They continue to work on energy efficiency while working with management to come up with tracking systems and someone to oversee energy usage. Operations will soon have confirmed data for on-time performance tracking.

Strategy Committee met but did not have a quorum. They discussed the Marketing plan, Employer Discount Passes, and Route Match. The next meeting will be held on September 11, at 8 AM.

Mr. Sousa informed the board that the on-time performance report is the first report pulled from Route Shout. They will be verifying the numbers and looking to improve on the current 91% rating. Route Match is working on the data conversion to implement into the test platform for the rural areas.

Mr. Sousa also explained that VTrans operation funds were executed but no capital funds were expended. He will continue to keep the Board informed as he becomes aware of any news.

12. Adjourn
Vice Chair Chittenden made a motion to adjourn and was seconded by Treasurer Dimitruk. All were in favor and the meeting adjourned at 9:35 AM.

Respectfully Submitted,

Denis Barton, Secretary